

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
FOR
WIRELESS SYSTEMS MAINTENANCE SERVICES (WSMS)
AT
EDWARDS AFB, CALIFORNIA
1 August 2002

1. Purpose

- 1.1. The Quality Assurance Surveillance Plan (QASP) is required by Federal Acquisition Regulation (FAR) subpart 46.4, Government Contract Quality Assurance, as supplemented, and Air Force Instruction (AFI) 63-124, *Performance-Based Service Contracts*. Its purpose is to provide Quality Assurance Personnel (QAP) with an effective and systematic surveillance method for monitoring the contractor's performance of wireless system maintenance services (WSMS) at Edwards AFB, CA. It will be used by the QAP to ensure the performance thresholds specified in the Service Delivery Summaries (SDS) of the Statement of Work (SOW) are being met, and to capture past performance information. Where appropriate, methods for inspecting services not included in the SDSs have been included. The role of the QAP is to provide insight to the contractor's quality assurance practices and evaluate performance for acceptance of services for payment to the contractor.
- 1.2. This QASP uses periodic inspection and customer complaint/feedback as the methods of surveillance. This surveillance assures the government that the contractor's performance is satisfactory. Any nonconformance with contract requirements is a "defect" as defined in the Inspection of Services—Fixed-Price Clause (FAR 52.246-4) of the contract. The term "defective" is used in reference to a service output that does not meet the SDS performance thresholds specified in the SOW for that service, or otherwise does not meet SOW requirements.
- 1.3. The QASP is based on the premise that the contractor, not the government, is responsible for management of quality control actions to meet the terms of the contract. After award, the QASP will be jointly reviewed by the contractor and government to ensure it will work cooperatively with the contractor's Quality Control Plan (QCP).

2. Procedures.

- 2.1. Contractor Quality Control Plan. In the WSMS contract, the contractor's QCP is the driver for quality services. A major step is to ensure that the contractor has a proactive self-inspection system, which ensures the QCP effectively measures performance. Secondly, that a partnering agreement is developed to meet the objectives of the SOW (reference SOW paragraph 1.1.). SOW Paragraph 4.6, Partnering Agreement, sets forth the minimum requirements of an effective partnering agreement.
- 2.2. Quality Assurance Surveillance Schedule. The QAP will develop a monthly surveillance schedule based on this surveillance plan's requirements and with the selected inspection items/times annotated on the schedule. The schedule must be completed no later than 7 days before the beginning of the period it covers. The QAP must give one copy of the surveillance schedule to the Contracting Officer (CO) before the start of the surveillance period. The Wireless System Manager (WSM) must either be given a copy for review, or must review the original and return it to the QAP not later than the last day of the month preceding the month scheduled. Changes to the monthly surveillance schedule will be posted weekly and copies provided to the CO and WSM. Documentation of the reason for the change will be included.
- 2.3. Surveillance. The QAP will conduct evaluations of all the SDSs. The QAP may also receive customer complaints which will be provided to the contractor's quality control inspector for correction. Customer's complaints may be submitted by any form of communication, including fax, and electronic mail.
- 2.4. Monthly Evaluations. The QAP will visit appropriate performance objective work areas of the contractor and either observes the contractor performing the tasks, evaluate "after the fact" performance, and/or review documentation. The QAP may also perform monthly evaluations of services through evaluation of the contractor's previously approved QCP inspection documentation. The contractor shall submit monthly quality control schedules to the QAP before the first duty day of each month.

2.5. Customer Complaints. The QAP will accept complaints from customers. Customer complaints will be documented with the information required on the AF Form 714, Customer Complaint Record. Customers will be informed of the appropriate action that may be expected from the QAP and CO, as a result of the complaints. The customer will also be advised of the limitations on customers in dealing with contractor personnel. The QAP or CO, are the persons to whom all customer complaints are directed. Customer complaints become a permanent part of the surveillance records.

3. Methods of QAP Surveillance.

3.1. Periodic Inspections. These items are inspected using periodic surveillance (daily, weekly, monthly, and quarterly).

3.2. Customer Complaints. Inspection method drawn from customer inputs, which can be validated against SOW requirements (reference paragraph 2.5. above).

4. Methods of SDS Surveillance.

Performance Objective	SOW Para	Performance Threshold	Method of Surveillance
Outage, maintenance and/or repair work is completed within the stated time frames.	1.2.1. 1.2.2. 1.2.3. 1.2.4.	No more than one (1) delinquent work request per calendar quarter.	Periodic Inspection/Customer Complaints. Review work requests against contractor's records.
DES and Intrinsically Safe Radios have been repaired to maintain their DES or intrinsically safe/factory mutual status as prescribed by the manufacturer.	1.2.4.	100% of the time	Periodic Inspection/Customer Complaints.
Maintain accurate accountability records for all equipment transported off base for repairs.	1.2.4.	100% of the time as identified by Quality Assurance Personnel (QAP) surveillance.	Periodic Inspection/Customer Complaints. Review contractor's records.

5. **Non-SDS Surveillance.** Although this QASP details the methods of surveillance for the SDSs, the government reserves the right to perform periodic inspection of all services required in the SOW.

6. **Certification of Services.** The QAP is required to accept contractor services and determine payments due. AT the completion of each contract payment period (usually monthly), the QAP must certify the services actually received under the contract. The DD Form 250, a letter, contractor's invoice or AF Form 370 may be used to certify services.

7. **Revisions to QASP.** Revisions to this QASP are the joint responsibility of the WSM, CO and QAP, and may be made at any time during the contract performance period.